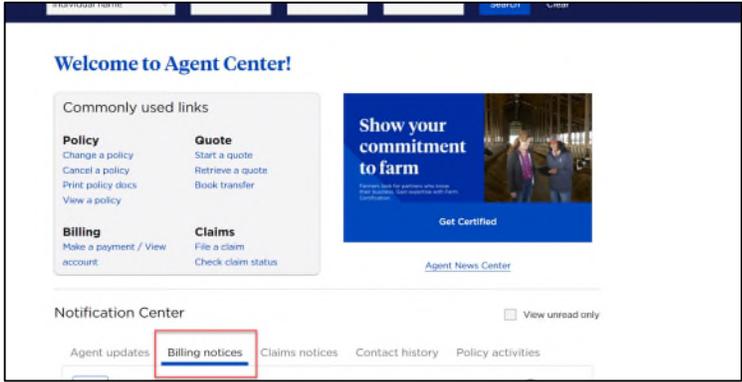
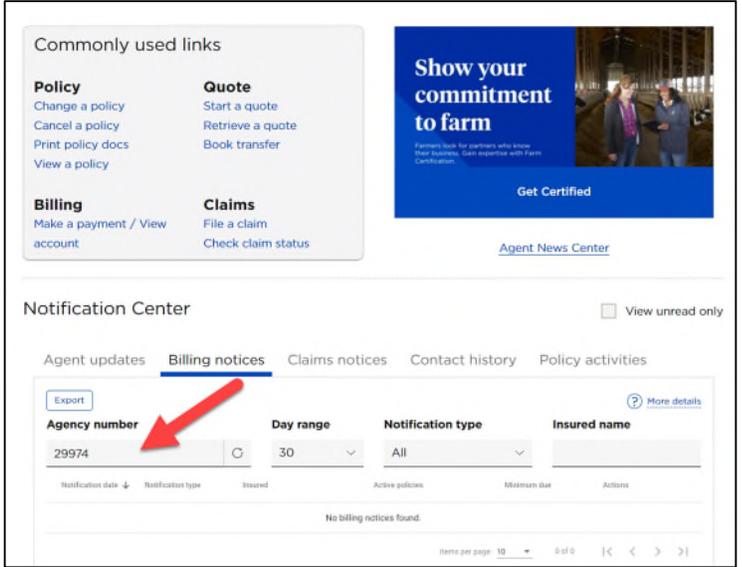




Personal Lines Billing System Notifications & Communications

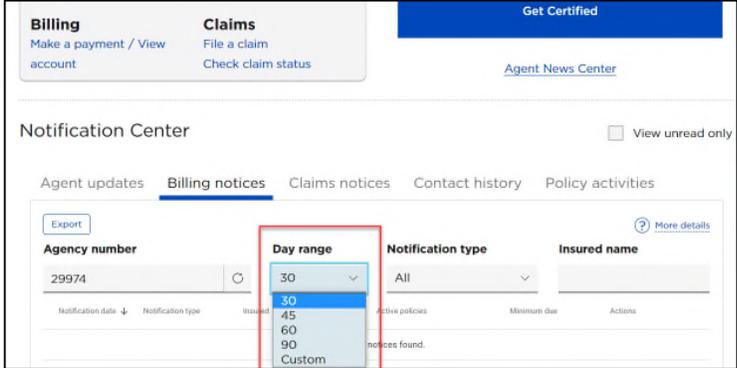
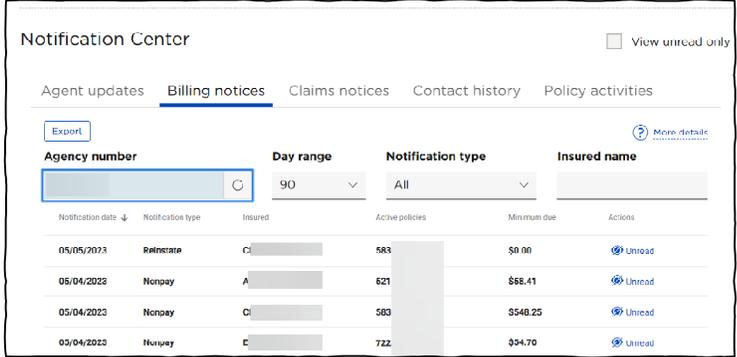
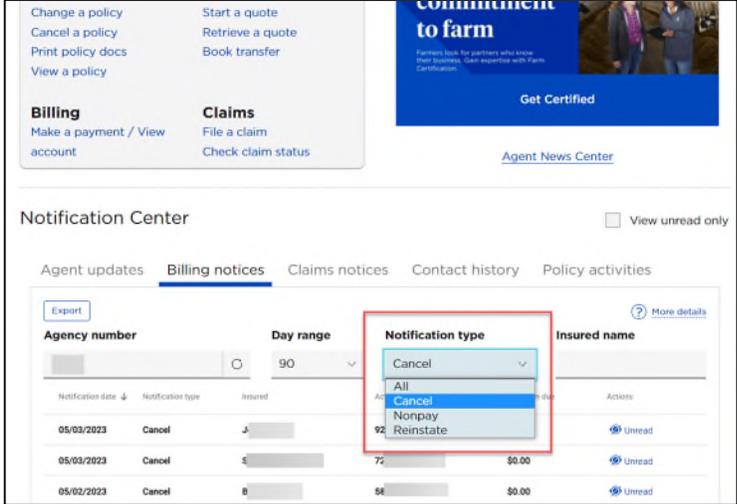
Finding Communications and Notices

Nationwide's **Agent Center Workspace** features two places where you can view notices related to billing accounts at risk of cancellation for late pay, as well as those that have already cancelled and/or been reinstated.

Step	Action	Screen
1	From Agent Center Workspace (agentcenter.nwie.net/home), click the Billing Notices tab.	
2	The Agency number will default; however, agencies with associated Agency numbers will see All and a drop-down from which they can select the appropriate number.	

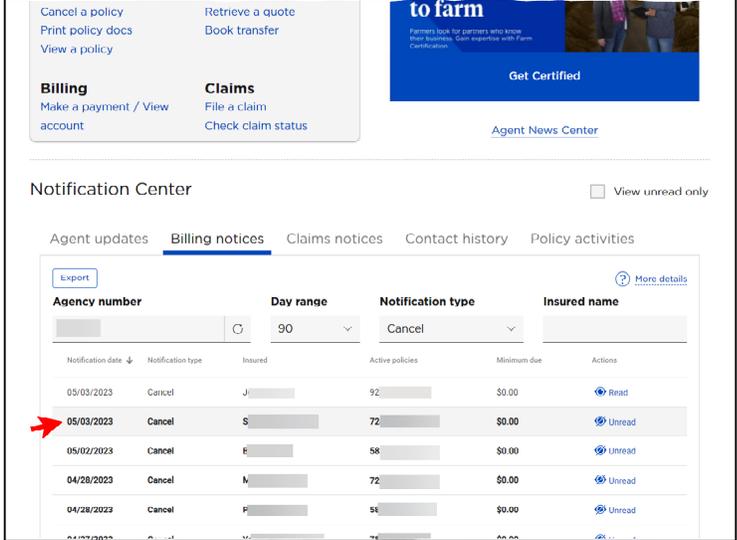
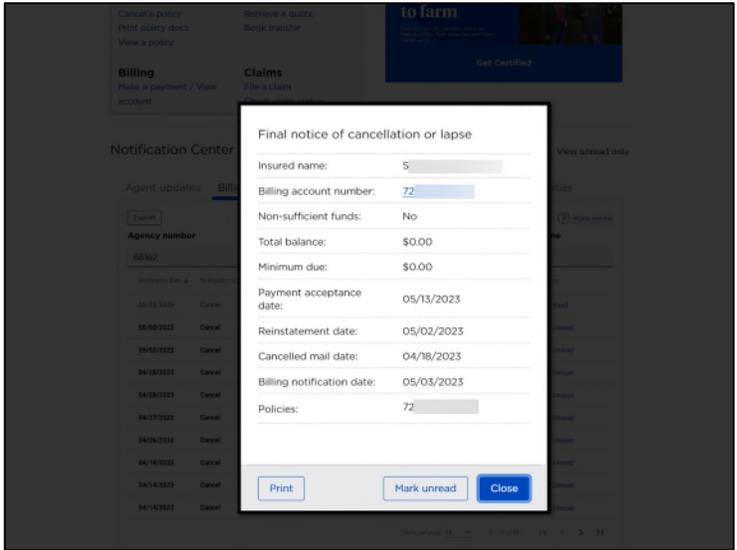


Personal Lines Billing System Notifications & Communications

Step	Action	Screen
3	Select the Day range .	
4	Billing notices display in reverse chronological order.	
5	<p>You can use the drop-down menu to sort by Notification type.</p> <p>Notification Types:</p> <ul style="list-style-type: none"> • Cancel – due to Nonpay. The policy has cancelled and you would need to determine if it is eligible for Reinstatement. • Nonpay – the due date & grace period have passed, and the client has 10-14 days to pay prior to cancellation. • Reinstatement - notifies you that the Reinstatement has gone through with no lapse. <p><i>Important Note: Keep in mind that these billing notices stay on the Workspace. You can mark them as read; however, they are not removed if a payment is made.</i></p>	



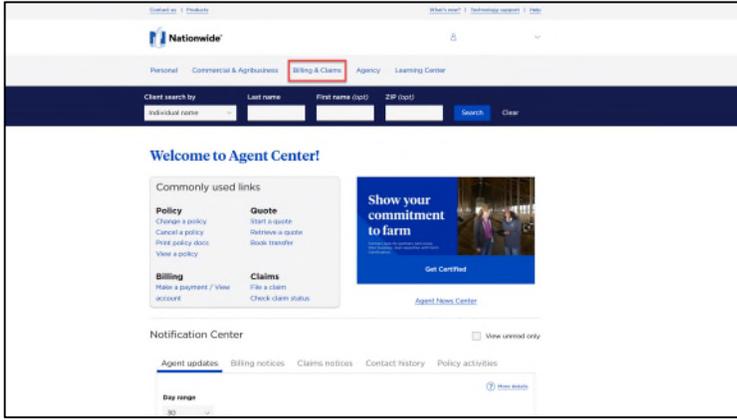
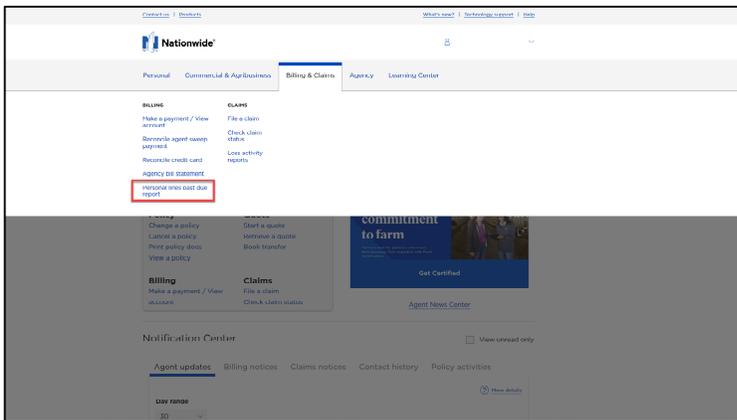
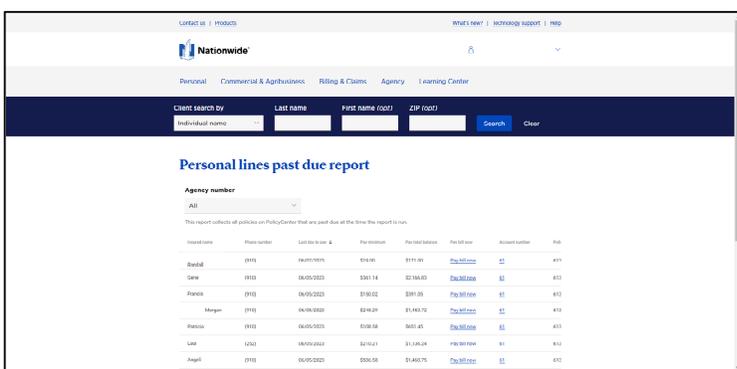
Personal Lines Billing System Notifications & Communications

Step	Action	Screen																								
6	Unread notifications will appear in bold . Clicking on a notification will display additional information.	 <p>Notification Center</p> <p>Agent updates Billing notices Claims notices Contact history Policy activities</p> <table border="1"><thead><tr><th>Agency number</th><th>Day range</th><th>Notification type</th><th>Insured name</th></tr></thead><tbody><tr><td>05/03/2023</td><td>90</td><td>Cancel</td><td></td></tr><tr><td>05/03/2023</td><td></td><td>Cancel</td><td></td></tr><tr><td>05/02/2023</td><td></td><td>Cancel</td><td></td></tr><tr><td>04/28/2023</td><td></td><td>Cancel</td><td></td></tr><tr><td>04/28/2023</td><td></td><td>Cancel</td><td></td></tr></tbody></table> <p>↓</p>  <p>Final notice of cancellation or lapse</p> <p>Insured name: S</p> <p>Billing account number: 72</p> <p>Non-sufficient funds: No</p> <p>Total balance: \$0.00</p> <p>Minimum due: \$0.00</p> <p>Payment acceptance date: 05/13/2023</p> <p>Reinstatement date: 05/02/2023</p> <p>Cancelled mail date: 04/18/2023</p> <p>Billing notification date: 05/03/2023</p> <p>Policies: 72</p> <p>Print Mark unread Close</p>	Agency number	Day range	Notification type	Insured name	05/03/2023	90	Cancel		05/03/2023		Cancel		05/02/2023		Cancel		04/28/2023		Cancel		04/28/2023		Cancel	
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Personal Lines Billing System Notifications & Communications

Personal Lines Past Due Report

Step	Action	Screen																																																																								
1	From Agent Center Workspace , select Billing and Claims .																																																																									
2	Select Personal lines past due report from the <i>Billing</i> column.																																																																									
3	The <i>Personal lines past due report</i> will generate automatically for all agency numbers assigned to you. You can use the drop-down to select a specific agency.	 <table border="1" data-bbox="954 1600 1507 1738"> <thead> <tr> <th>Agency name</th> <th>Phone number</th> <th>Last date to pay</th> <th>File number</th> <th>File amount</th> <th>File total balance</th> <th>File bill due</th> <th>Account number</th> <th>File</th> </tr> </thead> <tbody> <tr> <td>Bendall</td> <td>(910)</td> <td>06/01/2023</td> <td>016796</td> <td>\$111.95</td> <td></td> <td>Due 06/01/2023</td> <td>01</td> <td>417</td> </tr> <tr> <td>Gene</td> <td>(910)</td> <td>06/01/2023</td> <td>036114</td> <td>\$2,168.83</td> <td></td> <td>Due 06/01/2023</td> <td>01</td> <td>417</td> </tr> <tr> <td>Francis</td> <td>(910)</td> <td>06/01/2023</td> <td>016602</td> <td>\$391.05</td> <td></td> <td>Due 06/01/2023</td> <td>01</td> <td>417</td> </tr> <tr> <td>Morgan</td> <td>(910)</td> <td>06/01/2023</td> <td>024629</td> <td>\$1,483.79</td> <td></td> <td>Due 06/01/2023</td> <td>01</td> <td>417</td> </tr> <tr> <td>Phelan</td> <td>(910)</td> <td>06/01/2023</td> <td>010658</td> <td>\$651.45</td> <td></td> <td>Due 06/01/2023</td> <td>01</td> <td>417</td> </tr> <tr> <td>Lee</td> <td>(910)</td> <td>06/01/2023</td> <td>027621</td> <td>\$1,108.04</td> <td></td> <td>Due 06/01/2023</td> <td>01</td> <td>417</td> </tr> <tr> <td>Angill</td> <td>(910)</td> <td>06/01/2023</td> <td>000658</td> <td>\$1,460.75</td> <td></td> <td>Due 06/01/2023</td> <td>01</td> <td>417</td> </tr> </tbody> </table>	Agency name	Phone number	Last date to pay	File number	File amount	File total balance	File bill due	Account number	File	Bendall	(910)	06/01/2023	016796	\$111.95		Due 06/01/2023	01	417	Gene	(910)	06/01/2023	036114	\$2,168.83		Due 06/01/2023	01	417	Francis	(910)	06/01/2023	016602	\$391.05		Due 06/01/2023	01	417	Morgan	(910)	06/01/2023	024629	\$1,483.79		Due 06/01/2023	01	417	Phelan	(910)	06/01/2023	010658	\$651.45		Due 06/01/2023	01	417	Lee	(910)	06/01/2023	027621	\$1,108.04		Due 06/01/2023	01	417	Angill	(910)	06/01/2023	000658	\$1,460.75		Due 06/01/2023	01	417
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Personal Lines Billing System Notifications & Communications

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<p>4</p>	<p>You can either select Pay bill now to process a payment or click on the Account number to see additional information.</p>	<div data-bbox="776 369 1511 716"> <p>Personal lines past due report</p> <p>Agency number: All</p> <p>This report reflects policies on PolicyCenter that are past due at the time the report is run.</p> <table border="1"> <thead> <tr> <th>Insured name</th> <th>Phone number</th> <th>Last bill date</th> <th>Payment</th> <th>Pay total balance</th> <th>Pay bill now</th> <th>Account number</th> <th>PA</th> </tr> </thead> <tbody> <tr> <td>David</td> <td>(910)</td> <td>04/01/2023</td> <td>\$19.00</td> <td>\$171.00</td> <td>Pay bill now</td> <td>Account number</td> <td>433</td> </tr> <tr> <td>Gene</td> <td>(910)</td> <td>04/01/2023</td> <td>\$261.14</td> <td>\$2168.81</td> <td>Pay bill now</td> <td>Account number</td> <td>433</td> </tr> <tr> <td>Frank</td> <td>(910)</td> <td>04/01/2023</td> <td>\$139.00</td> <td>\$141.00</td> <td>Pay bill now</td> <td>Account number</td> <td>412</td> </tr> <tr> <td>Harper</td> <td>(910)</td> <td>04/01/2023</td> <td>\$248.00</td> <td>\$1483.73</td> <td>Pay bill now</td> <td>Account number</td> <td>412</td> </tr> <tr> <td>Janice</td> <td>(910)</td> <td>04/01/2023</td> <td>\$100.00</td> <td>\$441.24</td> <td>Pay bill now</td> <td>Account number</td> <td>411</td> </tr> <tr> <td>Lisa</td> <td>(252)</td> <td>04/01/2023</td> <td>\$210.21</td> <td>\$119.24</td> <td>Pay bill now</td> <td>Account number</td> <td>410</td> </tr> <tr> <td>April</td> <td>(910)</td> <td>04/01/2023</td> <td>\$300.00</td> <td>\$1469.73</td> <td>Pay bill now</td> <td>Account number</td> <td>410</td> </tr> </tbody> </table> </div> <div data-bbox="1117 743 1166 800" style="text-align: center;"> </div> <div data-bbox="776 816 1377 848"> <p>If you select Pay bill now, you will see this screen:</p> </div> <div data-bbox="776 871 1511 1289"> <p>Pay Bill</p> <p>Warnings and Notifications</p> <ul style="list-style-type: none"> Policy 612 - Status: Warned, Scheduled Cancellation Date of 05-05-2023, Amount Due: \$19.00. To avoid cancellation, the last day to accept payment is 05-07-2023. To ensure payments are applied correctly, we recommend you make a policy-level payment. Payment must be received by company before the last day to accept payment date noted above to avoid cancellation of the policy or lapse in coverage. <p>Billing Account 61 At-A-Glance</p> <p>Insured's Payment</p> <p>Make a Payment (You may make a policy-level OR an billing account-level payment for the insured.)</p> <p><input type="radio"/> Billing Account-level Payment</p> <p><input checked="" type="radio"/> Policy-level Payment</p> <p>Policy-level Payment Options (One payment at a time)</p> <p>Select a Policy: [Dropdown]</p> <p>Scheduled payments are only allowed at billing account level.</p> <p>Cancel Continue</p> </div> <div data-bbox="776 1331 1432 1362"> <p>If you select Account number, you will see this screen:</p> </div> <div data-bbox="776 1383 1511 1940"> <p>Billing Account Summary</p> <p>Warnings and Notifications</p> <ul style="list-style-type: none"> Policy 613 - Status: Warned, Scheduled Cancellation Date of 05-05-2023, Amount Due: \$19.00. To avoid cancellation, the last day to accept payment is 05-07-2023. To ensure payments are applied correctly, we recommend you make a policy-level payment. Payment must be received by company before the last day to accept payment date noted above to avoid cancellation of the policy or lapse in coverage. <p>Billing Account 610 At-A-Glance</p> <p>Invoice Information</p> <p>Billing Account Status: Active</p> <p>Unpaid Balance: \$171.00</p> <p>Last Payment: \$180.00 paid on 03/24/2023</p> <p>Pending Payment(s): None</p> <p>Current Invoice: \$19.00 due on 05/13/2023 make payment view future payments/premium change reason</p> <p>Next Invoice Date: 05/05/2023 update due date</p> <p>Payor: Account Holder</p> <p>Pay Plan: Monthly update</p> <p>Automatic Payments: No update</p> <p>Bill Receipts Email: No update</p> <p>Bill Reminders Email: No update</p> <p>Insured Information manage pay methods</p> <p>HAROLD</p> <p>Fayetteville, NC</p> <p>update address and name</p> <p>Associated Policies add/remove policy</p> <p>613</p> <p>Request Service Center Action</p> <p>Transfer money between billing accounts</p> <p>Transfer account payment to policy balance</p> <p>Billing Account History Policy Billing Details</p> <p>Refine List</p> <p>Default view shows the last 90 days of information/transactions on the account. View the data table to refresh view.</p> <table border="1"> <thead> <tr> <th>Process Date</th> <th>Description</th> <th>Detail</th> <th>Debits/Credits</th> <th>Balance</th> <th>By</th> </tr> </thead> <tbody> <tr> <td>05/05/2023</td> <td>IF INSURANCE IS PAID ON OR BEFORE 05-05-2023, PLEASE REFLECT BILL REQUEST 1 EARLY</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> </div>	Insured name	Phone number	Last bill date	Payment	Pay total balance	Pay bill now	Account number	PA	David	(910)	04/01/2023	\$19.00	\$171.00	Pay bill now	Account number	433	Gene	(910)	04/01/2023	\$261.14	\$2168.81	Pay bill now	Account number	433	Frank	(910)	04/01/2023	\$139.00	\$141.00	Pay bill now	Account number	412	Harper	(910)	04/01/2023	\$248.00	\$1483.73	Pay bill now	Account number	412	Janice	(910)	04/01/2023	\$100.00	\$441.24	Pay bill now	Account number	411	Lisa	(252)	04/01/2023	\$210.21	\$119.24	Pay bill now	Account number	410	April	(910)	04/01/2023	\$300.00	\$1469.73	Pay bill now	Account number	410	Process Date	Description	Detail	Debits/Credits	Balance	By	05/05/2023	IF INSURANCE IS PAID ON OR BEFORE 05-05-2023, PLEASE REFLECT BILL REQUEST 1 EARLY				
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